

Contacts from Veterans, Active Military Members and Their Families 2018-2019 2st Quarter Veterans Report

528 Veterans/Active Military member and their family members contacted PA 2-1-1 Southwest in the first quarter of 2018-19 with 599 total contacts (71 duplicate contacts).

Contacts by Month

Month	Count
October	225
November	205
December	169
Total	599

Contacts by County

County	Count	%
ALLEGHENY	342	57.09%
ARMSTRONG	7	1.17%
BEAVER	35	5.84%
BUTLER	42	7.01%
CAMBRIA	14	2.34%
FAYETTE	15	2.51%
GREENE	3	0.50%
INDIANA	11	1.84%
LAWRENCE	13	2.17%
MERCER	22	3.68%
SOMERSET	5	0.83%
WASHINGTON	39	6.51%
WESTMORELAND	51	8.51%
Total	599	100.00%

Top 10 Reasons for Calling

Reasons	Count
Utilities	184
Housing	176
Material Goods	55
Food	42
Transportation	41
Individual and Family Support Services	33
Health Care	13
Criminal Justice/Legal	10
Income Support and Employment	9
Taxes	8
Utilities	184
Housing	176

Top Need Categories

Categories	Count
Basic Needs	569
Consumer Services	11
Criminal Justice and Legal	29
Education	1
Environment & Public Health/Safety	3
General Services	22
Health Care	129
Income Support and Employment	105
Individual and Family Life	7
Mental Health and Substance Abuse	80
Target Populations	210

Top 10 Needs

Top 10 Need	Count
Electric Service Payment Assistance	102
Veterans	95
Undesignated Temporary Financial Assistance	70
Rent Payment Assistance	67
Food Pantries	60
Gas Service Payment Assistance	42
Water Service Payment Assistance	31
Families of Veterans	29
Temporary Financial Assistance	29
Specialized Information and Referral	26

Top 10 Referrals

Referrals	Count
Government Agencies	363
Independent Veterans Organizations*	301
Religiously Affiliated Organizations	128
Salvation Army	100
Community Human Services Corporation	71
Catholic Charities	50
Community Action	46
Food Banks	46
Society of St. Vincent de Paul	43
Dollar Energy Fund	40
Community Development	35
Health Care Services	28
Holiday Programs	27
Center for Community Resources	21
<i>Other</i>	<i>300</i>
Total	1,596

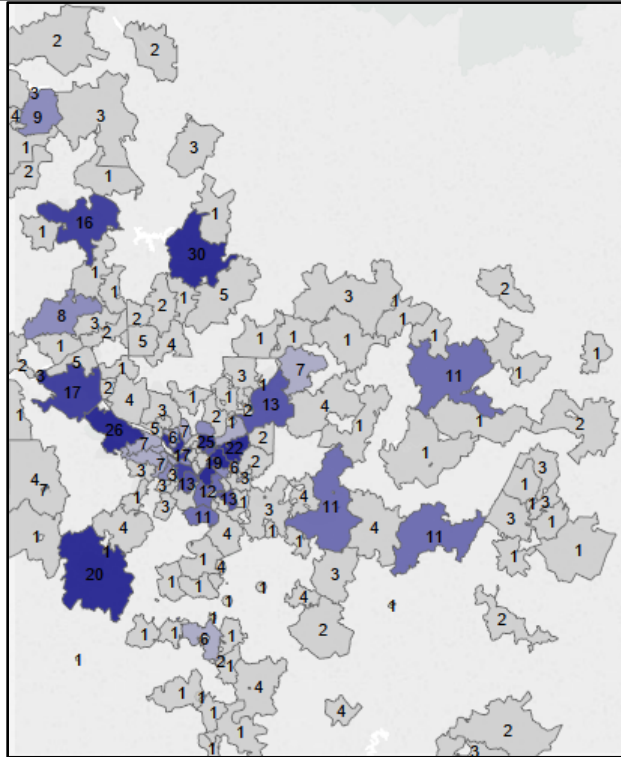
*List of Independent Veterans Organizations

Organization	Count
Veterans Leadership Program of Western PA	181
Soldier On	44
Institute for Veterans and Military Families	31
Veterans Place of Washington Boulevard	10
Disabled American Veterans	6
Heroes Supporting Heroes	5
Army Emergency Relief	4
Operation Troop Appreciation	3
It's About the Warrior Foundation	3
Pennsylvania Wounded Warriors (PAWW)	3
<i>Other</i>	<i>11</i>
Total	301

Other Data

Average Age of Caller	55
Number of Searches for Vet of Website	30

1st Quarter 2018-19 Veteran/Active Military Family Contacts by Zip Code



1st Quarter 2018-19 Veteran/Active Military Family Contacts by County

